HOW TO LOGIN & ACCESS YOUR PERSONAL ASRS ACCOUNT

Step 1

From ASRS website (www.azasrs.gov), click the "Login Here" button:

Step 2

On the **Member Login and Registration** page, provide your Login ID and Password, or click the appropriate option below if you are having trouble.

Select this option if you have forgotten your Login ID, your Password or both, or are locked out of your account.

Select this option if you are attempting to register for secure access the first time or if you have never completed the registration process.

Step 3

Click on the link Register for Secure Account Access to start the registration process:

Web User Registration

Information on Establishing an Online Access Account

The ASRS is proud to present to our members the ability to access their account information online. In order to have access you must register for an account.

Register for Secure Account Access

Website Privacy Policy   Accessibility Policy   Contact Us | © Copyright 2012 AZ.gov

Step 4

Once you have completed the review for the Access Agreement select "I Agree" to continue the Registration Process.

Step 5

Complete the required fields.

>   **Note:** If any information you provide does not match our records or is not on file, you may receive an "Unable to Verify" message. You will be asked to send a copy of your Driver's License or Birth Certificate to validate the information. You can fax them to the ASRS at (602) 240-2096. Be sure to include your Social Security Number.

Step 6

Complete the security questions.

> **Note:** For security purposes, we only show one of your past or present employers. Please choose it from the drop down arrow.

Step 7

The final step in completing your registration – you will receive an e-mail with a link to **"activate"** your account. Click on the link provided in the e-mail and follow the instructions. You will have 14 days to activate your account or it will be necessary to restart the registration process.

Thank You!

TROUBLE-SHOOTING THE ASRS WEB REGISTRATION PROCESS

These are the errors most frequently experienced during the ASRS web registration process and what to do:

Formatting -

> **Social Security Number** – can be entered with or without dashes (123-45-6789 _**or**_ 123456789).
>
> **Date of Birth** – can be entered with or without slashes (MMDDYYYY or MM/DD/YYYY). The zero will automatically be removed from the month &/or day by the system.
>
> **Last Name** – enter your last name as used on your mailings from ASRS (including hyphens, apostrophes and periods, as applicable).

Unhandled Exception -

If you receive this message, try refreshing your browser by closing all web pages and reopening Internet Explorer or stopping and restarting Firefox, Google Chrome, etc.
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If you have any questions after following this trouble-shooting guide, please contact us for additional assistance:

If unable to register, send a non-secure email to AskMAC@azasrs.gov.

If you have registered, and still have questions, you may send us a secure email. Look for the Secure Email prompt in the left navigation menu.

Call our Members Services center. Be sure to have your Social Security number handy when calling in. Please note that call volumes can vary considerably, resulting in longer wait times, particularly after the first of the month. Your patience is appreciated.

- IN PHOENIX: (602) 240-2000
- IN TUCSON: (520) 239-3100
- OUTSIDE THE METRO AREA: (800) 621-3778